

5 What is claimed is:

1. A method for providing a computerized compliance management system, comprising
 - receiving information about an incident; and
 - extracting information related to the incident from at least one
- 10 external interface to obtain a complete record of the incident; and
 - dynamic generation of site specific workflow using the information.
2. The method of claim 1 further including sending a recommendation for corrective action for reduction of incident occurrence.
- 15 3. The method of claim 1 further including sending information to guide a user through the steps required for responding to the incident.
4. The method of claim 3 wherein the user guiding further includes generating an investigation checklist for use as a guide.
5. The method of claim 1 further including performing expert
- 20 system interviews.
6. The method of claim 1 further including searching for data on prior incidents of this type and prior incident history of parties involved in the incident.

5 7. The method of claim 1 further including routing variances
based upon specific variables that include answers to questions, incident data,
and number of incidents.

 8. The method of claim 1 further including auditing information
entered about the incident.

10 9. The method of claim 8 wherein the information audit further
includes minimizing data modification after submission of facts during the incident
to maintain data validity.

 10. A method for providing a computerized compliance
management system, comprising
15 receiving information about an incident from a user;
 extracting information related to the incident from at least one
external interface to obtain a complete record of the incident; and
 measuring performance of tasks related to the incident to
assist in identifying deficiencies and implementing improvements.

20 11. The method of claim 10 further including sending a
recommendation for corrective action for reduction of incident occurrence based
on measured performance.

 12. The method of claim 10 further including generating forms for
incident and data capture.

5 13. The method of claim 10 further including generating a report
about the incident.

 14. The method of claim 10 further including guiding the user
through the steps required for responding to the incident.

 15. The method of claim 10 further including maintaining a
10 secure environment for data entry and data collection from the external interfaces.

 16. The method of claim 10 further including generating a
calendar for follow-ups on the incident.

 17. The method of claim 16, wherein the calendar generating
further includes creating bench marks to monitor the incident management.

15 18. The method of claim 10 further including involving a
governmental agency in the process of responding to the incident.

 19. The method of claim 10 further including recording internal
and external costs caused by the incident.

 20. The method of claim 19 wherein the internal and external
20 costs include at least one of settlement to claimants, external counsel fees expert
witness fees, court reporter fees, third party mediator costs, arbitrator fees,
internal legal department staff costs, claim management costs, interviewing
participants testifying in depositions, trial costs, damage to company's reputation,
damage to employee morale or damage to company's good will.

5 21. A method for providing a computerized compliance management system, comprising

extracting information related to an incident from at least one external interface to obtain a complete record of the incident;

receiving updated information about an incident until the incident is resolved; and

10 guiding a user through the steps required for responding to the incident.

22. The method of claim 21 further including sending a notice to
a user, the notice including at least one of contacts that should be alerted of the
15 incident, forms to be completed, and information to be collected.

23. The method of claim 21 further including measuring performance of tasks related to the incident to assist in identifying deficiencies and implementing improvements.

24. The method of claim 23 further including executing online
20 training based on a measured task deficiency.

25. The method of claim 21 further including maintaining a secure environment for data entry and data collection from the external interfaces.

26. The method of claim 21 further including validating at least one task used to reduce the occurrence of the incident.

5 27. The method of claim 21 further including offering an online
course about incident prevention in response to the incident.

 28. A method for providing a computerized compliance
management system, comprising
 receiving initial information about an incident from a user;
10 extracting information related to the incident from at least one
external interface to obtain a complete record of the incident;
 receiving updated information about an incident until the
incident is resolved; and
 measuring performance of tasks related to the incident to
15 assist in identifying deficiencies and implementing improvements.

 29. The method of claim 28 further including sending a
recommendation for corrective action based on the measured performance to
reduce incident occurrence.

 30. The method of claim 28 further tracking the progress of the
20 incident.

 31. A method for providing a computerized compliance
management system, comprising
 receiving initial information about an incident from a user;
 extracting information related to the incident from at least one
25 external interface to obtain a complete record of the incident;

- 5 receiving updated information about the incident until the
incident is resolved;
- measuring performance of tasks related to the incident to
assist in identifying deficiencies and implementing improvements; and
- guiding a user through the steps required for responding to
- 10 the incident.

32. A computerized compliance management system for incident
and workflow management, comprising:
- a memory device; and
- a processor disposed in communication with the memory
- 15 device, the processor configured to:
- receive information about an incident, and
- extract information related to the incident from external
interfaces to obtain a complete record of the incident.

33. The system of claim 32 wherein the processor is further
- 20 configured to send a recommendation for corrective action for reduction of
incident occurrence.

34. The system of claim 32 wherein the processor is further
configured to guide a user through the steps required for responding to the
incident.

- 25 35. The system of claim 32 wherein the processor is further
configured to track the progress of the incident.

5 36. The system of claim 32 wherein the processor is further configured to search for data on prior incidents of this type.

 37. The system of claim 32 wherein the processor is further configured to search for data on prior incident history of parties involved in the incident.

10 38. The system of claim 32 wherein the processor is further configured to audit information entered about the incident.

 39. The system of claim 38 wherein the processor is further configured to minimize data modification after submission of facts during the incident to maintain data validity.

15 40. A computerized compliance management system for incident and workflow management, comprising:

 a memory device; and

 a processor disposed in communication with the memory device, the processor configured to: receive information about an incident from a
20 user,

 extract information related to the incident from external interfaces to obtain a complete record of the incident, and

 measure performance of tasks related to the incident to assist in identifying deficiencies and implementing improvements.

5 41. The system of claim 40 wherein the processor is further configured to send a recommendation for corrective action for reduction of incident occurrence based on measured performance.

 42. The system of claim 40 wherein the processor is further configured to maintain a secure environment for data entry and data collection
10 from the external interfaces.

 43. The system of claim 40 wherein the processor is further configured to generate a calendar for follow-ups on the incident.

 44. The system of claim 43 wherein the processor is further configured to create bench marks to monitor the incident management.

15 45. The system of claim 40 wherein the processor is further configured to notify a governmental entity concerning the progress of responding to the incident.

 46. A computerized compliance management system for incident and workflow management, comprising:

20 a memory device; and

 a processor disposed in communication with the memory device, the processor configured to:

 extract information related to an incident from external interfaces to obtain a complete record of the incident,

5 receive updated information about the incident until the
incident is resolved, and
guide a user through the steps required for responding to the
incident.

47. The system of claim 46 wherein the processor is further
10 configured to send a notice to a user, the notice including at least one of contacts
that should be alerted of the incident, forms to be completed, or information to be
collected.

48. The system of claim 46 wherein the processor is further
configured to measure performance of tasks related to the incident to assist in
15 identifying deficiencies and implementing improvements.

49. The system of claim 48 wherein the processor is further
configured to execute online training based on a measured task deficiency.

50. The system of claim 46 wherein the processor is further
configured to validate at least one task used to reduce the occurrence of the
20 incident.

51. A computerized compliance management system for incident
and workflow management, comprising:

a memory device; and

a processor disposed in communication with the memory
25 device, the processor configured to:

5 receive initial information about an incident from a user,
extract information related to the incident from external
interfaces to obtain a complete record of the incident,
receive updated information about the incident until the
incident is resolved, and
10 measure performance of tasks related to the incident to assist
in identifying deficiencies and implementing improvements.

52. A computerized compliance management system for incident
and workflow management, comprising:

15 a memory device; and
a processor disposed in communication with the memory
device, the processor configured to:

receive initial information about an incident from a user,
extract information related to the incident from external
interfaces to obtain a complete record of the incident,
20 receive updated information about the incident until the
incident is resolved,
measure performance of tasks related to the incident to assist
in identifying deficiencies and implementing improvements, and
guide a user through the steps required for responding to the
25 incident.

53. A computerized compliance management system for incident
and workflow management, comprising:

5 means for receiving information about an incident; and
 means for extracting information related to the incident from
 external interfaces to obtain a complete record of the incident.

54. The system of claim 53 further including means for tracking
 the progress of the incident.

10 55. A computerized compliance management system for incident
 and workflow management, comprising:

means for receiving information about an incident from a
 user;

15 means for extracting information related to the incident from
 external interfaces to obtain a complete record of the incident; and

means for measuring performance of tasks related to the
 incident to assist in identifying deficiencies and implementing improvements.

56. A computerized compliance management system for incident
 and workflow management, comprising:

20 means for extracting information related to an incident from
 external interfaces to obtain a complete record of the incident;

means for receiving updated information about the incident
 until the incident is resolved; and

25 means for guiding a user through the steps required for
 responding to the incident.

5 57. The system of claim 56 further including means for
measuring performance of tasks related to the incident to assist in identifying
deficiencies and implementing improvements.

58. A computerized compliance management system for incident
and workflow management, comprising:

10 means for receiving initial information about an incident from
a user;

 means for extracting information related to the incident from
external interfaces to obtain a complete record of the incident;

 means for receiving updated information about the incident
15 until the incident is resolved; and

 means for measuring performance of tasks related to the
incident to assist in identifying deficiencies and implementing improvements.

59. The system of claim 58 further including means for sending a
recommendation for corrective action based on the measured performance to
20 reduce incident occurrence.

60. The system of claim 58 further including means for tracking
the progress of the incident.

61. A computerized compliance management system for incident
and workflow management, comprising:

25 means for receiving initial information about an incident from
a user;

5 means for extracting information related to the incident from
external interfaces to obtain a complete record of the incident;

means for receiving updated information about the incident
until the incident is resolved;

means for measuring performance of tasks related to the
10 incident to assist in identifying deficiencies and implementing improvements; and

means for guiding a user through the steps required for
responding to the incident.

62. A computer readable medium comprising:

code for receiving information about an incident;

15 code for extracting information related to the incident from
external interfaces to obtain a complete record of the incident; and

code for measuring performance of tasks related to the
incident to assist in identifying deficiencies and implementing improvements.

63. The computer readable medium further including code for
20 guiding a user through the steps required for responding to the incident.

64. A method for providing a computerized compliance
management system, comprising:

receiving initial information about an incident;

25 extracting information related to the incident from at least one
external interface to obtain a complete record of the incident; and

5 storing the extracted information and the internal information
in a database for utilization by compliance personnel.

65. A method for providing a computerized compliance
management system, comprising
receiving information about an incident;
10 extracting information related to the incident from at least one
external interface to obtain a complete record of the incident;
sending information to guide a user through the steps
required for responding to the incident;
tracking the progress of the incident;
15 tracking the progress of the corrective actions taken in
response to the incident;
searching for data on prior incidents of this type;
searching for data on prior incident history of parties involved
in the incident; and
20 sending a recommendation for corrective action for reduction
of incident occurrence.

66. A method for providing a computerized compliance
management system, comprising
receiving information about an incident from a user;
25 extracting information related to the incident from at least one
external interface to obtain a complete record of the incident;

- 5 measuring performance of tasks related to the incident to
 assist in identifying deficiencies and implementing improvements;
 generating forms for incident and data capture;
 guiding the user through the steps required for responding to
 the incident;
- 10 maintaining a secure environment for data entry and data
 collection from the external interfaces;
 generating a calendar for follow ups on the incident;
 notifying a governmental entity concerning the progress of
 responding to the incident; and
- 15 sending a recommendation for corrective action for reduction
 of incident occurrence based on measured performance.

67. A method for providing a computerized compliance
 management system, comprising
- 20 receiving initial information about an incident from a user;
 extracting information related to the incident from at least one
 external interface to obtain a complete record of the incident;
 receiving updated information about the incident until the
 incident is resolved;
- measuring performance of tasks related to the incident to
- 25 assist in identifying deficiencies and implementing improvements;
 generating forms for incident and data capture;

5 guiding the user through the steps required for responding to the incident;

 maintaining a secure environment for data entry and data collection from the external interfaces;

 generating a calendar for follow ups on the incident;

10 notifying a governmental entity concerning the progress of responding to the incident; and

 sending a recommendation for corrective action for reduction of incident occurrence based on measured performance.